

FISCAL NOTE

SB 2548 - HB 2908

February 21, 1998

SUMMARY OF BILL: Prohibits any telecommunications service provider from switching a consumer's telephone service. The Tennessee Regulatory Authority shall establish a consumer complaint form on the internet to report violations of the provisions of this act. The general assembly and the governor's office shall also contain a link from their web pages to the complaint form.

ESTIMATED FISCAL IMPACT:

Increase State Expenditures - Not Significant

Assumes the Division of Consumer Services in conjunction with the Division of Information Services is in the process of developing a consumer complaint form. It should be noted that the unauthorized switching of a consumer's telephone service is already prohibited by TRA and FCC rules.

CERTIFICATION:

This is to duly certify that the information contained herein is true and correct to the best of my knowledge.



James A. Davenport, Executive Director

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